

# HOOVER®

## FloorMAX™ Deluxe Hard Floor Machine and Carpet Shampooer

***Featuring Wet Pick - up***

Owner's Manual

**English → pp. 1-11**

Español → Pág. 12-19

Français → p. 20-28

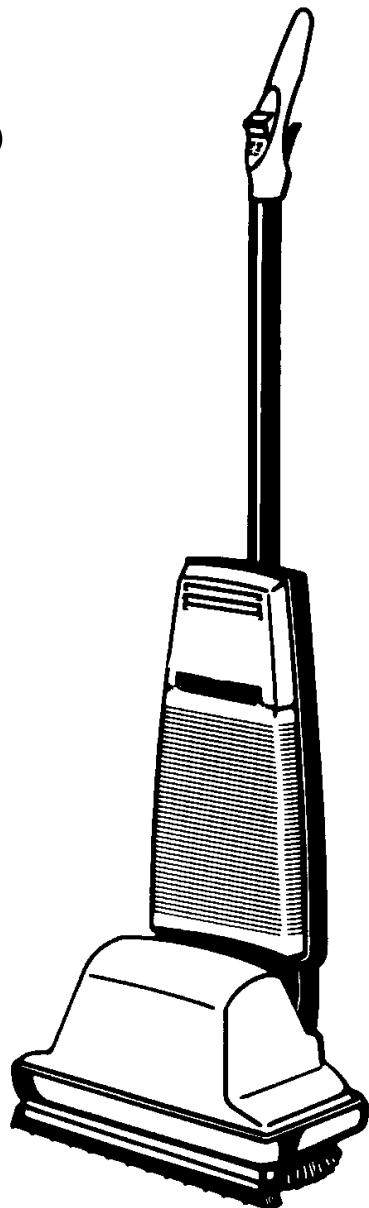
**Thank you for selecting a HOOVER product.**

This cleaner was inspected and packaged carefully before being shipped from the factory. If you should happen to need assistance during assembly or operation, call

**1-800-944-9200** for automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center.

**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.**



Review this manual before  
operating cleaner.

## Fill in and retain

The model and serial number are located on the bottom of the floor machine.

For your personal records please enter the COMPLETE model and serial number in the spaces provided and retain this information.

Your cleaner is model \_\_\_\_\_

and has serial number \_\_\_\_\_

It is suggested that you attach your sales receipt to this owner's manual. Verification of date of purchase may be required for warranty service of your Hoover product.

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## IMPORTANT SAFEGUARDS!

When using an electrical appliance, always follow  
basic precautions, including the following:  
**READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE**

**WARNING:** To reduce the risk of fire, electric shock, or injury

- Use indoors only.
- This appliance is provided with double insulation. Use only identical replacement parts. See instructions for servicing of double-insulated appliance under "Service".
- Close supervision is necessary when any appliance is used by or near children. Do not allow this appliance to be used as a toy or to run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings and other moving parts. Do not operate floor machine in bare feet or when wearing open toe shoes or sandals.
- Do not use with flammable or combustible liquids such as gasoline or use in areas where they may be present.
- When using chemicals with this machine, be certain area is well ventilated.
- Follow manufacturer's instructions for all chemicals used with this machine. Do not exceed recommended mixing ratios.
- Use only commercially available floor cleaners and waxes intended for machine application.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, or anything that may reduce air flow.
- Unplug the cord from outlet when not in use or when taking off or putting on brushes or pads.
- Always disconnect cord from electrical outlet before servicing the floor machine.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- The use of an extension cord is not recommended.
- Avoid contact with carpets until they are dry and after thoroughly vacuumed.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot).
- Use appliance for its intended use as described in this owner's manual. Use only attachments recommended by The Hoover Company; others may cause hazards.

**SAVE THESE INSTRUCTIONS!**

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**DOUBLE INSULATED:**When servicing, use only identical replacement parts.

# Questions or Concerns?

The Hoover Company wants to quickly resolve any concerns about your cleaner or questions regarding its use. Look on the list provided with the product for your local **Hoover Factory Service Center** or in the Yellow Pages under "Vacuum Cleaners - Household" for the nearest **Authorized Hoover Warranty Service Dealer** (Depot) or call:

**1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only)

OR

1-330-499-9499 to speak with a representative in the Hoover Consumer Response Center.

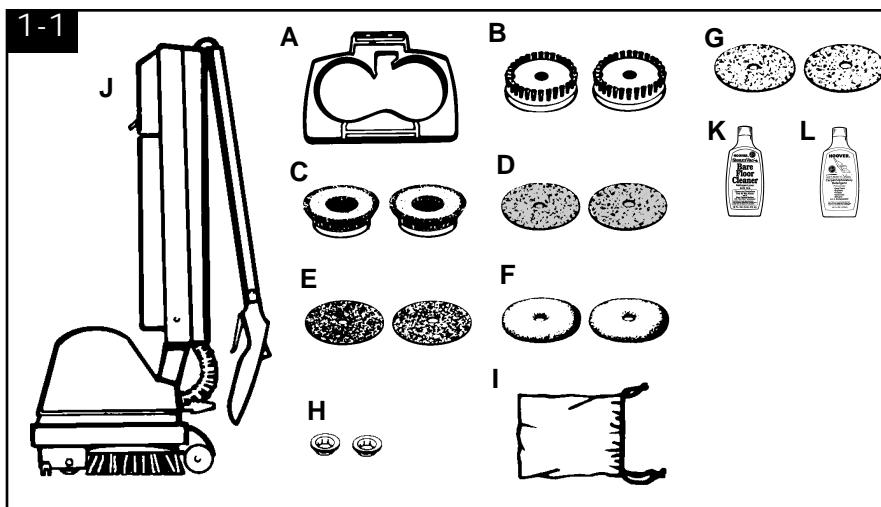
**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE OR SEND IT TO NORTH CANTON FOR SERVICE.**

## 1. Assembly

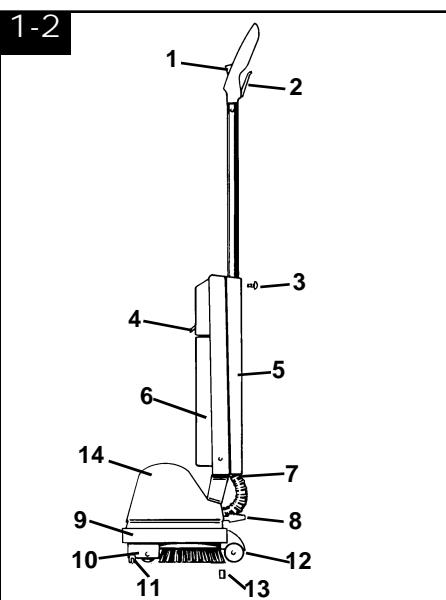
### Carton contents

Unpack floor machine and identify the accessories shown. Remove and dispose of packing.

- A. Rug Shampoo Accessory
- B. Shampoo Brushes
- C. Power Scrub and Cleaning Brushes
- D. Heavy Duty Cleaning-Waxing Pads (yellow)
- E. Felt Buffing Pads (gray)
- F. High Luster Pads
- G. Soft Cloth Pads (beige)
- H. Fasteners
- I. Accessory Bag
- J. Floor Machine
- K. Bare Floor Cleaner
- L. Rug and Carpet Shampoo



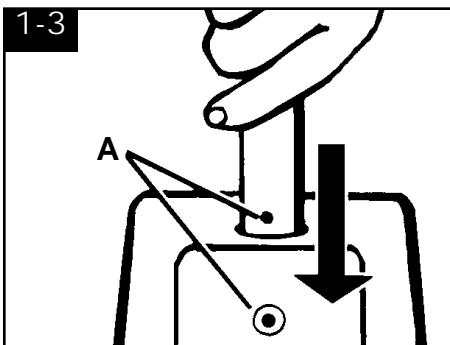
### Description



1. **Control Button:** has three positions "OFF", "SCRUB-POLISH-SHAMPOO", "WET PICKUP".
2. **Trigger:** press to dispense cleaning solution. Trigger is also used as a cord storage hook when not in use.
3. **Tank Handle:** press down to remove tank. Also the tank handle is used as a carrying handle to move the floor machine from room to room.
4. **Tank Housing:** supports removable tank.
5. **Tank:** holds clean and dirty cleaning solution.
6. **Squeegees:** used for water pick-up from hard surface floors.
7. **Filter Bar:** prevents lint and litter from entering the unit.
8. **Wheel:** provide ease in movement.
9. **Furniture Guard:** protects furniture.
10. **Cord Storage Hook:** wrap cord around hook on bottom of tank housing and then around the trigger underneath the handle for storage.
11. **Handle Release:** step on release to lower handle.

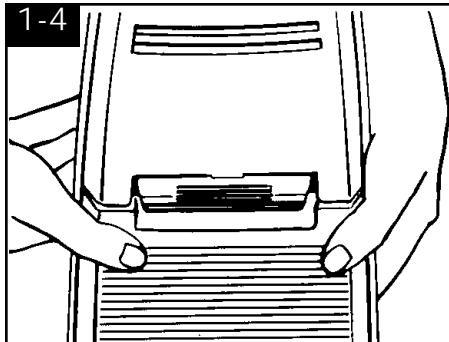
12. **Foam Generator:** converts cleaning solution to foam.
13. **Hood**
- Operate floor machine only at voltage specified on data plate on bottom of floor machine.
- This appliance is intended for household use.

## Connect handle and tank



1. Remove bright plated (top) screw from back of tank housing.
2. Position handle as shown lining up holes (A). Push handle down firmly into place. **Do not grip trigger or twist handle while installing.**

Insert screw and tighten.

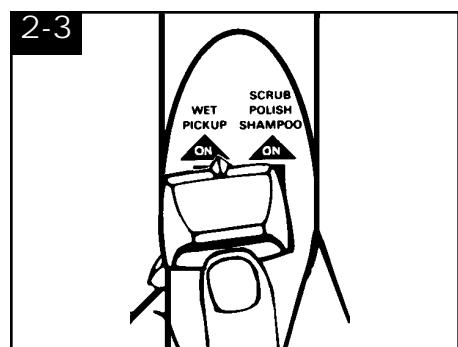
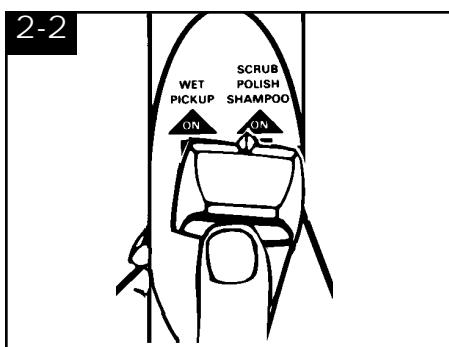
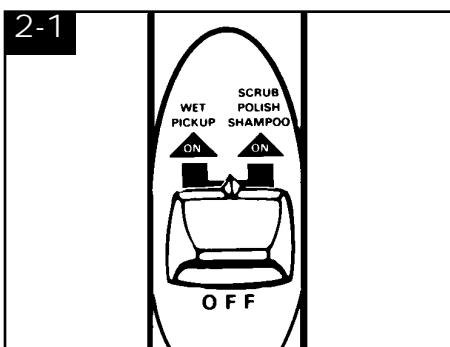


3. The tank fits into the opening in the front of the tank housing. Place bottom of tank into position, then push top of tank until it clicks into place.

## 2. How to use

### Polarized plug

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.



### Control button

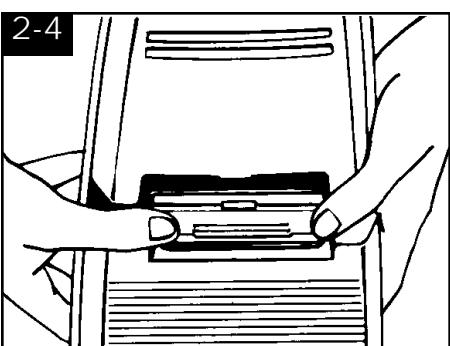
The control button, located on the handle, has three positions: "OFF", "SCRUB-POLISH-SHAMPOO", "WET PICKUP."

The unit is off when the control button is moved **back** to the "OFF" position.

To scrub, polish or shampoo, move the control button to the right and then forward to the "SCRUB-POLISH-SHAMPOO" position.

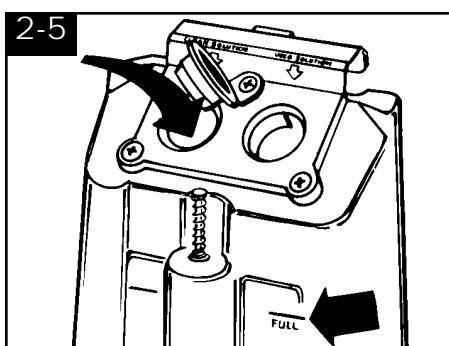
For wet pickup, move the control button to the left and then forward to the "WET PICKUP" position.

**NOTE:** Before changing from one position to the other, always return control button to the "OFF" position.



### Tank

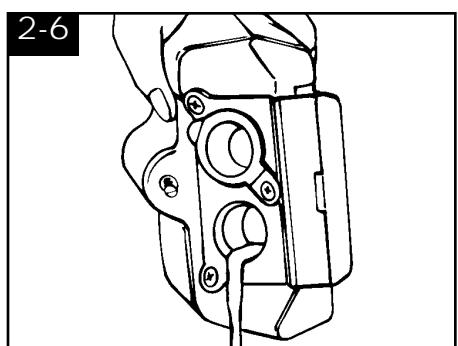
The tank has one section for storage of fresh cleaning solution and one section for storage of dirty solution that has been picked up from the floor.



### To fill tank

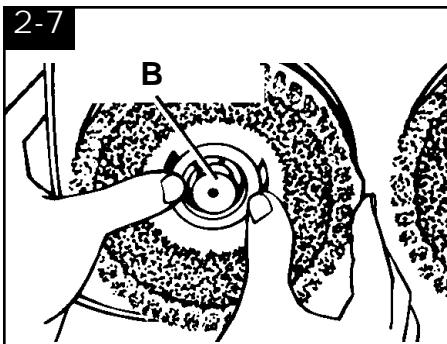
Remove tank by pressing tank handle down and pulling tank forward.

Lift cap marked "FILL". Pour pre-measured cleaning solution into opening marked "CLEAN SOLUTION" until it reaches the "FULL" line on the tank.



### To empty tank

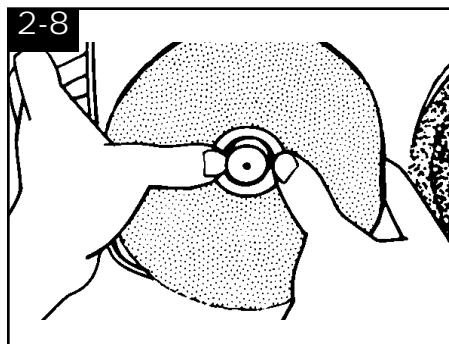
To empty dirty solution, remove tank and pour from the opening marked "USED SOLUTION". Rinse used solution container with clear water. Clean solution may be emptied by opening "FILL" cap and pouring from the "CLEAN SOLUTION" opening.



## Attach and remove brushes and pads

### Disconnect from electric circuit before putting on or removing brushes.

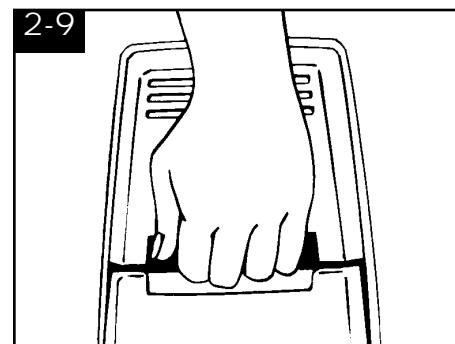
Place floor machine upside down on a flat surface. Press each brush firmly down over brush shaft (B), rotating brush until a click indicates that it is in the correct position. To remove grasp center with thumb and fingers and lift up brush.



To attach pads, insert end of fastener through opening in pad.

Place pads over **power scrub and cleaning brushes only**.

The fastener fits around the brush shaft. Press fastener to snap pad into place. Unsnap to remove pad.



### To carry

Use the tank handle to conveniently carry the floor machine from room to room.

## Cleaning floors

There are three methods of cleaning hard surface floors:

**1. Water method** - used for all floors that can be cleaned with soap or detergent and water solution.

**2. Solvent cleaning wax method** - used for wood and other floors that may be damaged by water solutions.

**3. Direct application method** - used for polyurethane sealed wood floors and sealed laminate floors that require periodic restoration.

### 1. Water method

Linoleum, asphalt, rubber, vinyl, masonry and stone floors may be cleaned with a soap or detergent and water solution. Use floor machine to dispense cleaning solution, scrub floor, and pick up dirty solution.

**Do not use the water cleaning method on wood.**

1. Vacuum floor thoroughly to remove loose dirt and debris.

2. Attach power scrub and cleaning brushes. If there is a heavy accumulation of wax to remove, snap heavy duty cleaning-waxing pads with fasteners over brushes.

3. Remove tank. Fill with HOOVER Bare Floor Cleaner as directed on the container. Replace tank.

Concentrated ammonia solution must be used to remove some wax. If using a product specifically for wax removal, **read caution label and follow instructions on container**.

**Note:** The bag in the tank is made of vinyl. Check label on detergent container to be sure that the detergent is not harmful to vinyl.

4. Be sure the control button is in the "OFF" position. Connect cord to a wall receptacle. Press handle control lever with foot and lower the handle. Start by moving the control button to the "SCRUB-POLISH-SHAMPOO" position.

5. Start at the end of a room and apply solution to a 3 ft. x 6 ft. (1m x 2m) area by squeezing the trigger occasionally. Release the trigger and scrub the area as necessary. When removing hardened wax, allow solution to remain on the floor 3-5 minutes. Do not let solution dry on the floor.

6. To remove the dirty water from the floor, move the control button to "OFF" then left and forward to the "WET PICKUP" position. Move floor machine over the scrubbed area until the floor is dry. Start at one end of the floor, scrubbing and picking up the dirty water as you go. (If the floor machine is not picking up prop-

erly, check "Maintenance" section regarding filter bar and squeegee.)

**Note:** It is not always necessary to rinse floors, because the "WET PICKUP" removes the detergent solution from the floor. **However, depending on the type of solution used, the floor may need to be rinsed thoroughly to eliminate dulling or streaking.**

If you prefer to rinse the floor, empty detergent solution from tank and rinse tank well. Add clear water through the opening marked "CLEAN SOLUTION". Fill to the "FULL" line. Follow the same procedure as for scrubbing floors.

### 2. Solvent cleaning wax method

Wood and other floors may be damaged by using water solutions; therefore, use only those cleaners and waxes recommended specifically for these types of floors.

The following directions are for cleaning wood or other floors with a cleaning polishing solvent base **liquid wax**.

1. Vacuum floor to remove loose dirt and debris. Wipe up sticky spots with a damp cloth.

2. Apply wax-cleaner according to manufacturer's instructions on the container.

**Do not dispense wax from tank. Do not use floor machine to apply solvent base liquid wax to the floor.**

3. Refer to "Polishing and buffing floors".

### 3. Direct application method

Polyurethane sealed hard wood and sealed laminate flooring can be cleaned using a floor cleaner specially formulated for this type of floor. Check with the flooring manufacturer for a recommended cleaner. Your floor machine can be used periodically with this type of cleaner to help restore the floor's luster.

1. Vacuum floor thoroughly to remove loose dirt and debris.
2. Attach the soft cloth pads to polisher referring to directions in Fig. 2-7 and 2-8.
3. Following the directions on the cleaner bottle, start at one end of a room and apply cleaner to a 3 ft. x 6 ft. (1m x 2m) area. **Do not dispense wood floor cleaner from the tank.** Be sure the control button is in the "OFF" position.

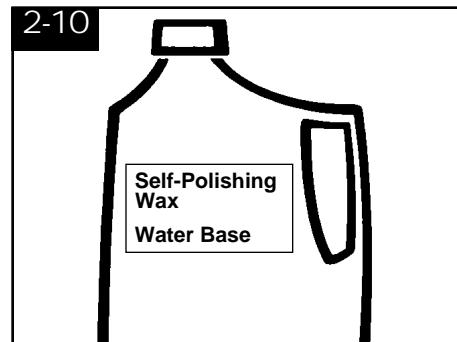
Connect cord to a wall receptacle. Press handle release lever to lower handle.

Start floor machine by moving the control button to the "SCRUB-POLISH-SHAMPOO" position.

4. Move the floor machine over the area until the floor is completely dry. **Do not use the "WET PICK UP" feature to pick up the hard wood floor cleaner.** During the transition from wet to dry, the floor machine will seem to "labor" (motor sound will change and the floor machine may feel different) until the floor cleaner has dried completely. The floor machine motor will then return to its original sound and feel.
5. To restore shine to stubborn areas, attach the heavy duty cleaning and waxing pads and repeat step 3 & 4. Such areas can also be dry buffed (without applying a wood floor cleaner) using the heavy duty cleaning and waxing pads.

### Waxing floors

There are two types of wax to use on hard surface floors: water-base and solvent base.



#### 1. Water base wax

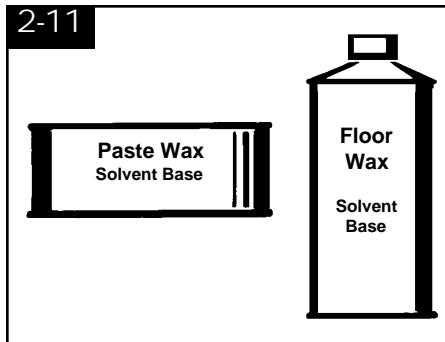
Water-base wax is a self-polishing wax which does not contain a petroleum solvent. It can be used on all hard surface floors except wood.

**Follow the directions on the container to apply. Do not polish or buff this wax.**

### 2. Solvent-base wax

Solvent-base wax can be identified by the caution statement: "Flammable" or "Combustible" on the label. It is used on wood floors and can be polished and buffed when dry. **Do not use solvent-base wax on asphalt or rubber tile or other hard surface floors unless specified by the manufacturer.**

There are two kinds of solvent base wax: paste wax and liquid cleaning-polishing wax.



#### a. Paste wax

To spread wax evenly, attach power scrub and cleaning brushes to floor machine, then snap on heavy duty cleaning and waxing pads.

Spread a thin coat of wax on pads or spread a small amount on floor with spatula. Start by moving control button to "SCRUB-POLISH-SHAMPOO". Apply wax to floor, by guiding in straight lines or with grain of the wood, until wax is spread evenly.

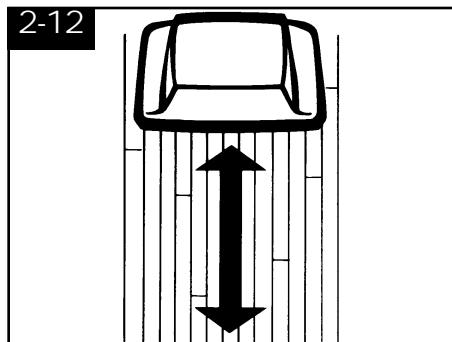
#### b. Liquid polishing wax

This type of wax is used to clean as well as wax floors. Apply wax according to instructions on the container. **Use floor machine only to polish floors when this type of wax is used.** Refer to section "Cleaning floors - Solvent cleaning wax method".

### Polishing and buffing floors

Floors waxed with **solvent-base wax** may be polished and buffed with the floor machine.

1. Be sure wax is thoroughly dry before polishing. This usually takes 20-30 minutes but may take longer in damp weather.



2. Use power scrub and cleaning brushes to polish floor. Move the control button to "SCRUB-POLISH-SHAMPOO". Guide floor machine in straight lines or with the grain of the wood.

3. A double coat of wax will give floors more protection. Let wax dry thoroughly and polish after each application.

Continued →

## To achieve a high luster finish

1. Attach felt buffing pads over power scrub and cleaning brushes using fasteners. Polish to a soft shine by guiding floor machine in straight lines or with the grain of the wood. If more shine is desired proceed to step 2.

2. Remove felt buffing pads and attach high luster polishing pads. Once again, guide the handle in straight lines or with the grain of the wood to achieve a high luster finish.

## To keep floors bright and shiny

Buff floor often to restore sheen and remove scratches and marks. This lengthens the time between waxings. Before buffing, use a vacuum cleaner to remove dust and dirt and a damp cloth to remove sticky particles. Stubborn spots, such as black heel marks, can be removed by rubbing gently with very fine steel wool dampened with wax. If traffic areas need to be re waxed and polished, and a solvent-base wax has been used on the floor, apply wax only to these areas then buff the entire floor.

## Quick pickups

Liquids spilled on hard surface floors, such as water, or soft drinks, can be picked up with your shampoo-polisher. Before plugging unit into electrical outlet, attach power scrub and cleaning brushes. Put a small amount of water into the tank. Move control button to the "WET PICKUP" position to remove liquid from floor. Rinse floor by moving control button to the "SCRUB-POLISH-SHAMPOO" position, and squeeze trigger to dispense clear water. Use "WET PICK-UP" to remove rinse water.

## Shampooing carpet and rugs

For best results use HOOVER rug and carpet shampoo. A carpet shampoo designed specifically for rotary and foam type carpet shampooers can also be used.

Use shampoo only in concentration as recommended on container.

2-13



Use only shampoo brushes for carpet and rugs.

Shampoo in dry weather or when your home is heated to insure fast drying of carpet.

Wool, wool blends and synthetic fiber can be shampooed successfully. Cotton fibers are non-resilient, "matt" easily, absorb large quantities of water, and dry very slowly. Because of these characteristics, it is not recommended that you shampoo cotton rugs or carpet with your floor machine.

### Before you begin

#### 1. Test for colorfastness

Apply some HOOVER Rug and Carpet Shampoo solution (shampoo mixed with water according to directions on the shampoo container) or dry foam to a small inconspicuous area of the carpet and rub with a white cloth. Check to see that color does not come off on the cloth and that the color of the carpet is satisfactory after the area dries.

### 2. Check effect of shampoo brushes

Attach rug shampoo accessory and shampoo brushes (as shown in Fig.2-14 and 2-15). Prepare a small amount of shampoo solution in the tank following directions on the shampoo container.

Attach tank and guide the floor machine over a small area of the rug. After shampooing this area, brush the pile of the rug in one direction and let dry. Examine rug for change in texture. Some rugs with loop or twist pile show a change of texture when any cleaning appliance is used. If this change is not too great, it will not be apparent after the entire rug has been shampooed. The floor machine, used according to directions, will leave rugs clean and bright with a minimum of texture change.

If these two tests have proven successful, proceed with the following steps.

### 3. Move furniture

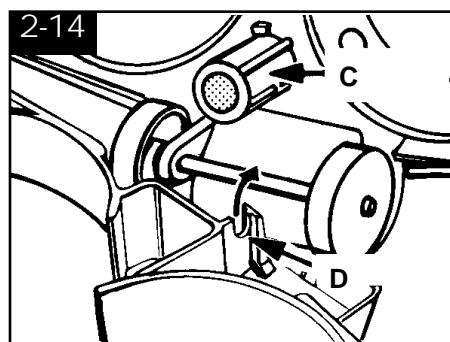
Place plastic or aluminum foil pads under legs of furniture too heavy to move, so metal slides or wood finishes will not stain carpet. If furniture is moved back onto damp carpet, place pads under legs to avoid marks and rust stains.

### 4. Vacuum thoroughly

Vacuum carpet to remove dust, sand, and lint. The quality of the shampooing job depends, to a great extent, on how thoroughly the dirt is removed before shampooing.

## Using the floor machine

Disconnect floor machine from electrical outlet.

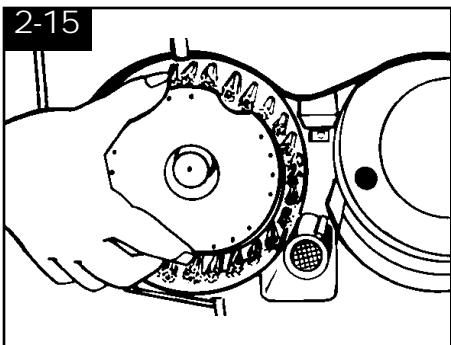


### 1. Attach rug shampoo accessory

With floor machine upside down on a flat surface, make sure the foam generator

(C) is screwed on tightly (see Maintenance Section for care of foam generator).

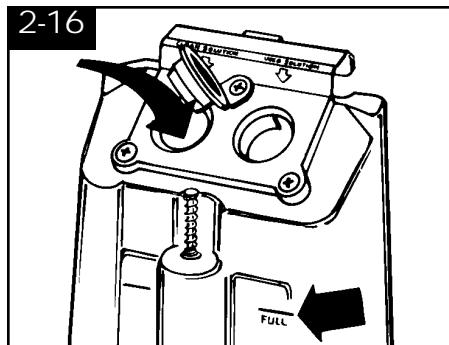
To convert the unit for shampooing, fit notch (D) on rug shampoo accessory onto wheel axle of unit. Snap into place. Press sides and front of accessory into place, completely covering bottom of floor machine.



## 2. Attach shampoo brushes

Press shampoo brushes down firmly over brush shaft, rotating brush until it clicks into position.

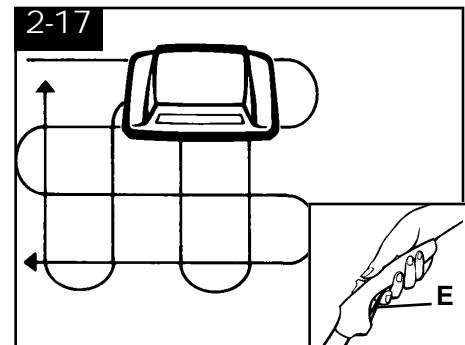
Shampoo brushes are very soft to protect fine rugs and carpet. **Do not use power scrub and cleaning brushes on carpet or rugs.**



## 3. Fill tank

Mix carpet shampoo according to directions on the container. Pour to the "FULL" line in the tank opening marked "CLEAN SOLUTION".

**CAUTION: Do not use all-purpose detergents, soaps, ammonia, or washing soda. They can cause colors to run and may damage carpet fibers. Liquid household detergents will not give satisfactory cleaning results.**



## 4. Shampoo carpet or rug

Start at one end of the room and work toward a door so that it will not be necessary to walk on the damp carpet. It is recommended that an area 3 ft. x 3 ft. (1m x 1m) be shampooed before moving to another area. Begin by lowering handle and moving control button to "SCRUB-POLISH-SHAMPOO".

Squeeze trigger (E) intermittently to apply solution. **Apply sparingly in order not to soak the carpet.** The type of fiber, surface texture, and height of pile will determine how much solution should be used. Guide floor machine slowly, slightly overlapping the strokes. Move forward and backward until the 3 ft. x 3 ft. area (1m x 1m) is covered with foam. Crisscross area to work foam uniformly into the carpet (see illustration) until the foam disappears. The final strokes over each area should always be in the same direction.

Repeat the process over another 3 ft. x 3 ft. area (1m x 1m), overlapping the areas by several inches. Continue until a 3 ft. (1m) length the width of the carpet or rug has been cleaned.

**Note: The "WET PICKUP" is used only when removing liquids from hard surface floors. Do not use "WET PICKUP" on carpeting.**

## 5. Allow carpet to dry

The length of time for drying varies, however, overnight drying is desirable whenever possible. The use of an electric fan to speed drying is helpful. If it is necessary to walk on the carpet before it is dry, place towels or white cloths on the traffic areas.

**If furniture must be replaced before the carpet is dry, use plastic or aluminum foil pads under legs of furniture so metal slides or wood finishes will not stain the carpet or rug.**

## 6. Vacuum dry carpet

**Vacuum area thoroughly after it is dry to remove the dry detergent and the dirt loosened by the cleaning process.** Frequent vacuuming during the first week after shampooing will enhance the appearance of the carpet.

## Using dry-cleaning compounds

The floor machine may be used to work dry-cleaning compounds or powders into carpet or rugs. Do not put these substances into the tank and be sure **shampoo brushes** are dry. Test a small area of carpet for colorfastness by sprinkling a small amount of powder and wiping with a white cloth. Then check for texture change by using the floor machine with dry brushes in the same area. If color and texture are not affected follow directions on container for amounts to use and drying time. After compound has dried, vacuum area thoroughly. Install a new disposable bag in vacuum cleaner to insure complete removal of cleaning compound and dirt. Frequent bag changes may be necessary when a powdered dry-cleaning compound is used.

### 3. Maintenance

Familiarize yourself with these home maintenance tasks as proper use and care of your appliance will ensure continued cleaning effectiveness.

#### Tank and tubing

Wash and rinse tank after each use. To rinse tubing, put clear water in tank, then hold and release trigger several times.

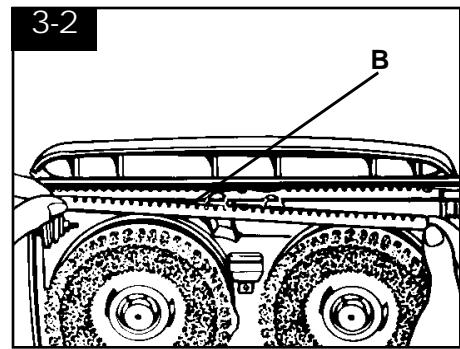
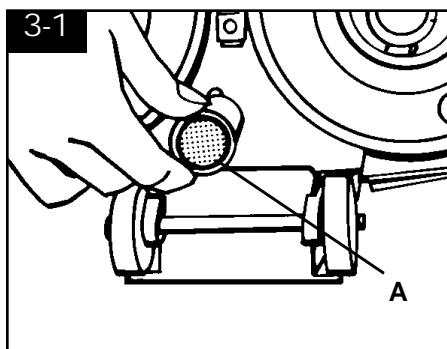
**Disconnect unit from electrical outlet before performing any of the maintenance tasks or procedures listed below.**

#### Furniture guard

Wipe furniture guard with dry cleaning fluid or liquid detergent to remove wax and dirt after each use.

#### Base of unit

Remove brushes and dry bottom of shampoo-polisher with a paper towel or cloth before storing.



#### Foam generator

The foam generator (A), located on base of unit near wheels, should be removed and washed after each use. To remove, turn 1/4 turn in a counterclockwise direction and lift up. Wash in a solution of hot water and detergent to clean screen. Rinse; then replace on floor machine, matching projections with slots and turning in a clockwise direction.

#### Filter bar

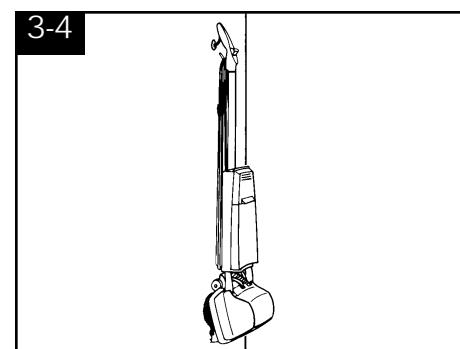
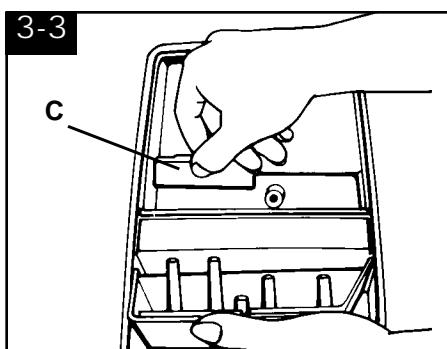
The filter bar (B), located between the two squeegees at the front of the floor machine base, protects the unit by collecting any large particles of dirt or residue. Clean filter bar after each use or during use if there is a decrease in the efficiency of the "WET PICKUP".

Remove filter bar by placing the index fingers under each end and lifting up, as shown.

Clean off lint and dirt particles by holding filter bar under running water. Replace by snapping it into place between the squeegees.

#### Brushes

Wash power scrub and cleaning brushes and heavy duty cleaning-waxing pads in a solution of hot water and detergent to remove wax. Rinse well. Hold shampoo brushes under warm running water to remove any lint that has collected. Shake brushes and pads to remove excess water. Place on paper towels (with brushes down) to dry. Allow brushes to **dry completely** before reattaching them to unit.



#### Soft cloth, felt and high luster pads

The pads should be washed occasionally to remove wax. If floor machine does not glide easily when buffing floors, it may be due to an accumulation of wax on pads.

Pads should be washed in the same way as brushes. Shake the high luster polishing pads several times while drying to restore fluffiness.

Let pads dry thoroughly before reusing. **The felt and high luster pads must be completely dry to polish floors.**

#### Defoamer cake

The defoamer cake (C), located inside upper part of tank housing, is necessary to reduce foam in the recovery tank.

The defoamer cake should be checked periodically. With normal use, it will last about one year.

Instructions for replacing the cake are imprinted on the back of the tank housing. To purchase replacement defoamer cakes, contact your nearest Hoover Service Center or through The Hoover Company on-line at [www.hoovercompany.com](http://www.hoovercompany.com)

#### Storing

Wrap cord around cord storage hook located at the bottom of tank housing, and then around trigger.

Store your floor machine in a cleaning closet or convenient place, ready for use. Hang it on the wall or remove brushes and store it with the handle in the upright position. Never store it on the brushes or squeegee blades.

## 4. If you have a problem

If a minor problem occurs it usually can be solved quite easily when the cause is found by using the check list below.

### Problem: Unit won't run

#### Possible cause

Possible solution

- **Not firmly plugged in**  
Plug in firmly
- **No voltage in wall plug**  
Check fuse or breaker
- **Blown fuse/tripped breaker**  
Replace fuse/reset breaker

### Problem: Unit won't pick up solution

#### Possible cause

Possible solution

- **Filter bar clogged.**  
Clean filter bar.

### Problem: Extreme sudsing of used solution

#### Possible cause

Possible solution

- **Defoaming cake needs replacing.**  
Replace defoamer cake.

### Problem: Floor machine does not dispense foam

#### Possible cause

Possible solution

- **Foam generator clogged.**  
Clean foam generator.

## Servicing of Double Insulated Appliances

This appliance is double insulated. In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel. **Replacement parts must be identical to those parts being replaced.** A double-insulated appliance is marked with the words 'DOUBLE-INSULATION' or 'DOUBLE INSULATED'. The symbol  may also be marked on the appliance.

## Accessories

Available at additional cost from Hoover Dealers (Depots), Hoover Factory Service Centers, by filling out the enclosed order form or through The Hoover Company on-line at [www.hoovercompany.com](http://www.hoovercompany.com)



**Steel wool pads** for applying solvent-base paste wax. Snap on over power scrub and cleaning brushes.

## Lubrication

The motor is equipped with two sleeve bearings. These bearings contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. **Therefore, do not add lubricant to either motor bearing.**

## Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest **Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot)** by:

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- checking the list of Factory Service Centers provided with this cleaner OR -
- calling **1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only) OR -
- checking the Service section of The Hoover Company on-line at [www.hoovercompany.com](http://www.hoovercompany.com)

**Please do not** send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

If further assistance is needed, contact The Hoover Company Consumer Response Center, North Canton, Ohio 44720 Phone: 330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, Phone: 1-800-263-6376.

Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the bottom of the floor machine.)

## Floor care hints

Floors may be difficult to care for when not treated properly. Refer to the chart below for solutions to floor problems.

### Problem: Slippery floor

#### Possible cause

Possible solution

- **Too much wax.**
  - Remove wax. Apply thin even coat.
- **Detergent not rinsed from floor.**
  - Remove wax. Rinse detergent from floor before waxing.
- **Floor not dry when wax applied.**
  - Remove wax. Let floor dry thoroughly before waxing.
- **Floor not polished properly.**
  - Polish with power scrub and cleaning brushes then buff.

### Problem: Dull floor

#### Possible cause

Possible solution

- **Not enough wax.**
  - Apply another thin coat of wax. Polish and buff.
- **Floor not dry when wax applied.**
  - Clean and rewash floor.
- **Floor not clean when wax applied.**
  - Clean and rewash floor.

### Problem: Yellow or grayed floors

#### Possible cause

Possible solution

- **Too many applications of wax.**
  - Clean and rewash floor. Apply thin coat of wax.
- **Too much wax in areas of light traffic.**
  - Clean and rewash floor. (Apply only one coat of wax in these areas.)

### Problem: Scratched floor

#### Possible cause

Possible solution

- **Gritty dirt on floor.**
  - Clean and rewash floor. If floor is waxed, only wax gets scratched. (Use vacuum cleaner to remove dirt.)

### Problem: Black marks

#### Possible cause

Possible solution

- **Scuffing from rubber heals.**
  - To remove from waxed floor dampen fine steel wool with wax and rub spots. Polish.

### Problem: Powdering of wax

#### Possible cause

Possible solution

- **Self polishing wax applied over solvent-base wax.**
  - Clean and rewash floor. (Do not mix waxes.)
- **Floor not clean when wax is applied.**
  - Clean and rewash floor.

### Problem: Streaked floor

#### Possible cause

Possible solution

- **Uneven application of wax.**
  - Clean and rewash floor. Apply wax evenly.
- **Heavy build-up of wax.**
  - Remove wax, then apply thin coat.
- **Applying one type of wax over another.**
  - Clean and rewash floor. (Use only one type of wax on floor.)
- **Floor not properly cleaned or rinsed.**
  - Clean and rewash floor.
- **Oil mop used on floor.**
  - Clean and rewash floor. (Do not use oil mop on waxed floor.)